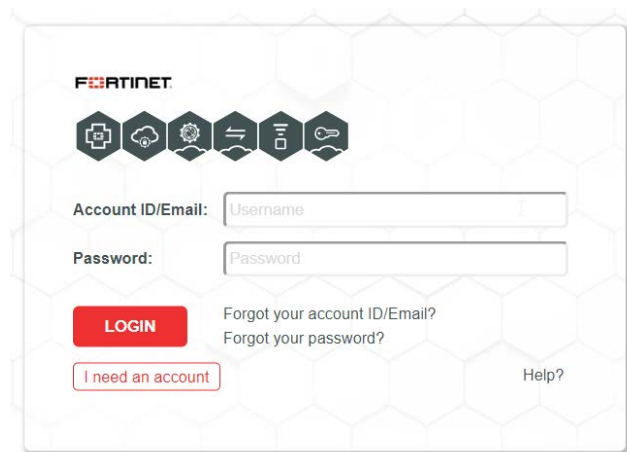


## New Fortinet Support Portal Login Process

The login process for accessing the [Fortinet Support Portal](#) has been updated which has changed how you access the Support Portal. Due to this change, you will no longer be able to login directly to the Support Portal using a single sign on link. Instead, when you click the “Support” link on the Partner Portal, you will be prompted to login with your Support Portal credentials.

If you used the [Support Portal](#) prior to July 21st, you should be able to use your password from the Partner Portal to access your Support account. If that password does not work, simply click the “Forgot my password” link, and you will be able to reset it.



## What if I haven't used the Support Portal before?

If you had not logged into the Fortinet Support Portal prior to July 21st, you will need to create new login credentials. You can do so via the Partner Portal by clicking the “[Support](#)” link in the top navigation bar. From there, you can click “I need an account” on the login page.

## How do I access the Support Portal going forward?

Once you have created your Support Portal account, you can continue to access the Support Portal through the “Support” link on the Partner Portal and login using your Support Portal credentials.

## I am having issues logging in via the new process, what should I do?

If you are experiencing issues with accessing the [Fortinet Support Portal](#), please ensure that you follow the 6 steps below:

**Step 1** – Hard refresh on the Support Login page (Hold Ctrl and press F5)

**Step 2** – Check that java-script is running on the browser

**Step 3** – Disable browser plug-ins

**Step 4** – If you have a message stating that your Support Portal account has been locked, close the browser and wait several minutes before navigating back to the page and resetting your Support Portal password again using “Forgot my password”. Remember that if you reset your Partner Portal password

this will not reset the Support Portal password (although you can set them up individually to be the same should you wish as long as they meet the password criteria).

**Step 5** – Reboot your PC

**Step 6** – If you have no success with the above please email [cs@fortinet.com](mailto:cs@fortinet.com) directly and the Support Portal team will assist you.

If you have tried all of the following steps and you have not heard back from the Fortinet Support team, please email your local Channel team.

**EMEA & APAC Partners**

[international\\_partners@fortinet.com](mailto:international_partners@fortinet.com)

**North America Partners**

[partners@fortinet.com](mailto:partners@fortinet.com)

**LATAM Partners**

[latam-partners@fortinet.com](mailto:latam-partners@fortinet.com)